

Policy for Counselling by Video – Fiona Ball Counselling

Accessing Sessions Remotely

To ensure that video counselling sessions are safe and effective there are various things to consider and to prepare for.

Video Calling considerations:

- It will be important to confirm your physical location at the start of each session – this is important information for me to have in the event of any emergency situation arising.
- If our connection is lost, I will try to re-contact you immediately. In the event that the connection cannot be resumed I will attempt to contact you an alternative way that we agree in advance. We will discuss this in our first session together.
- Please ensure you are ready for your counselling session. If using Zoom please dial into the video link at our agreed time. If using WhatsApp video calling – I will call you at our agreed time.
- Do think about where you sit for our session -it is ideal to pick a comfortable spot to sit as you would have during a face to face session. I will do the same. The counselling session won't be effective if either of us are moving around, so it's important to be comfortable and think about how set yourself up for the session call e.g. propping up your device so you don't have to hold it!
- Ensure your tablet, phone or laptop has sufficient charge for the full session.
- Your broadband width and data plan will need to be sufficient for video calling. Remember platforms such as Zoom use quite a lot of charge and broadband width. If your broadband is good enough to use YouTube or Netflix, it should be good enough for video calls.
- Ensure you are in a quiet, private place, away from other people, with no distractions; and where you cannot be overheard or interrupted. This is very important to maintain your confidentiality and to allow you space to focus on the counselling work. Using head phones is ideal as it reduces the risk of sound leakage.
- If you do not have a suitable room you can be alone in, the car could be an option for this, either on your drive or parked away from the house as you prefer – please make sure you have phone or Wi-Fi connection if you are away from home.
- Please do not eat, play music or have the TV or any other electronic equipment on during the session that could distract you.
- Please remember that on video link I can see the portion of your home/background in the screen. Anything I see is bound by our usual confidentiality agreement.

- Remember you might be able to see your own image on the screen as well as mine. If this is an issue we can discuss this further together (with Zoom your own image can be hidden).
- I will not record or share any part of our sessions, unless with your prior consent.
- No client may record or share any part of the session without my prior consent.

Finally, please give yourself some time following the session to allow you to process the therapy before resuming your day to day life.

Cyber and security issues:

- When you are choosing the method of video link you prefer, please be aware not all platforms are encrypted. Due to the levels of security provided, Zoom is my preferred platform.
- If you prefer to use an alternative option, it is on the understanding that the cybersecurity may be lower with these platforms and you take responsibility for any breach in confidentiality arising from a cyber breach which is outside my control.
- While a primary concern for video therapy is usually the audio/video stream itself, metadata leaks pose a distinct, often overlooked risk. Metadata is "data about data"—the digital footprints generated around a call rather than the content of the conversation itself.

Before choosing video counselling , please ensure:

- You have a high-quality virus protection on your device. Email accounts can be hacked or cloned, so please ensure your system is as safe as possible.
- Please remember that while I will take all reasonable efforts to ensure your confidentiality, cybersecurity is an ongoing problem and I cannot be responsible for unknown eventualities. Please ensure your online security is up to date to protect the connection for your device.

Disclaimer

Online working is not infallible, breakdown in connection does occur from time to time and I cannot guarantee rare breaches of confidentiality as online services are delivered by a third-party provider outside my control. I will take all reasonable precautions to protect your data and maintain your confidentiality.

Fiona Ball – reviewed October 2026